

Introduction to the Eligible Training Provider Policy for Area #13

Historically under WIA, Ohio Workforce Areas conducted or didn't conduct their own review of Training Providers for eligibility in different ways or relying on state registration systems. Now under WIOA, each state is required to develop comparative analysis of training, provide performance results and publically publish the performance results to better inform customers. Since March 2016, the State of Ohio has been working with training providers to load into the new state system Workforce Inventory of Education and Training (WIET).

Area #13 will accept new applications for Training Providers and re-certification of current Training Providers only once a year. The application and re-certification period under WIOA for 2016-2017 begins **June 30, 2016** with a deadline of **July 28, 2016** for receipt of all requested data. Area #13 will conduct this process again this year as the state WIET gets its trial run. When performance data by workforce areas becomes available to workforce boards, Area #13 will adjust accordingly.

The Southwest Ohio Region Workforce Investment Board (SWORWIB) covering Ohio WIOA Area #13 is committed to supporting the technical training and upgrading of skills for as many of Hamilton County citizens as possible with limited funds. The goal of the Individual Training Accounts (ITA) training support is to improve *work-based* occupational skills in order to obtain employment. **New provider** applicants must provide evidence of meeting performance criteria *for at least two years* with customers of similar demographics as WIOA customers. Current providers are required to provide customer by customer outcomes related to our criteria on an annual basis as part of their re-evaluation.

As the federal government determines public spending for workforce development funds available for training funding, Eligible Training Providers are impacted. The SWORWIB has determined periodically that there are no funds available and Individual Training Accounts have been suspended. Additionally, both the federal government and the State of Ohio are requiring more direct connections with employers to assure employment results and therefore are encouraging WIOA areas to utilize local funds more for On-the-Job Training directly with employers. This also affects availability of funds for Individual Training Accounts.

The new federal workforce legislation, WIOA of 2014, signed into law by President Obama on July 22, 2014, requires evaluation of the completion and employment metrics of eligible training providers. The SWORWIB has conducted such evaluations in order to encourage "informed customer choice" with our training investments and looks forward to the state's WIET system providing the data in the future.

Eligible Training Provider Registration and Local Approval Process

To avoid perceptions of conflicted interest or preferential treatment, the process of training provider eligibility is managed by the SWORWIB which confirms the approved providers for Area #13. Although reverse referrals from employers and trainers are not prohibited, historically, there have been issues raised about favoritism and inappropriate deployment of limited resources away from our service area, so the SWORWIB will also evaluate volume of business with results for City of Cincinnati-Hamilton County residents and employers. The SWORWIB has been a leader and collaborator in Career Pathway and Industry Sector Partners since 1998. Training selections based on these initiatives are designed to serve employers and jobseekers and not particular training institutions unless required by foundation or state or federal governmental grant resources. In these cases this is not favoritism by the SWORWIB but the result of funder expectation or selection. The One Stop Center is responsible for career coaching, assisting eligible training customers, contracting and paying for training as well as obtaining and evaluating ETP data, resolving customer issues with training providers and receiving refunds from ETPs.

Step 1*

To register as a training provider in Ohio, you must register with the State of Ohio at the state's WIET website at <https://owcms.ohio.gov/wiet/> and complete the registration process. Please note the WIET registration is a two-step process. First, the learning institution must be approved as an eligible training provider by meeting all the required information. Second, once approved as a training provider, the contact or authorized staff must login to add the program offerings. Please note that when adding programs, the provider cannot cut and paste a link to the course catalog. Each program must be entered separately as they are approved individually.

Step 2*

Following your registration with WIET, notify the SWORWIB of your status. **Registering and being listed as registered by the State of Ohio as a training provider does not mean you are approved to provide services in Area #13.**

Step 3*

Once the programs have been entered and confirmation of entry completion obtained, contact the SWORWIB for additional information. *Please remember that being approved at state system level does not mean you are approved to provide services in Area #13.* The Training Provider will be expected to provide documentation of meeting the performance criteria listed below for

the past two years if a new provider to Area #13 and the last program funding year (ending June 30) for all existing training providers previously approved by the SWORWIB.

Prioritized Industry Sector List:

WIOA requires Workforce Investment Boards to prioritize training dollars to align with in-demand occupations and industries for economic development activities in the service area. After careful research into the employment conditions and growth careers in WIOA Area #13, the Southwest Ohio Region Workforce Investment Board (SWORWIB) has approved the following prioritized Industry Sectors. Those with an asterisk are sectors for which the SWORWIB partners with career pathway collaboratives.

1. Hospitals, Healthcare and Life Sciences*
2. Finances and Insurance
3. Advanced Manufacturing (biomedical, aerospace, chemical, agri-flavoring and green)*
4. Transportation, Distribution and Logistics*
5. Information Technology*
6. Sales, Professional and Technical Services
7. Construction and Skilled Trades*
8. Administrative and Supervisory
9. Hospitality and Recreation

Outcome Performance Criteria Required of Training Providers

The goal of the Individual Training Accounts (ITA) training support is to improve work-based occupational skills in order to obtain employment via short term training (less than 1 year). The Southwest Ohio Region Workforce Investment Board has established the following performance criteria for approval of new and re-approval of established Eligible Training Providers:

1. The SWORWIB will accept annual applications for Training Providers (new or renewal) only once a year. The open eligibility application time frame will be posted on www.SWORWIB.org.
2. The Training Programs approved must be within the SWORWIB established Priority Industry Sectors posted and updated on the website and in alignment with state in-demand industries and occupations data.
3. The Training Provider must provide documentation that 60% of WIOA customers have completed training.
4. The Training Provider must provide documentation that 60% of the WIOA customers completing training are employed, where they are employed and the field of employment relative to the training received.
5. The Training Provider must provide documentation of the wages of those working customers. The SWORWIB aims for \$12.00 minimum starting wage after training individually and by annual wage averages.
6. The Training Provider must provide proof of transferability of credits or recognition within the state stackable credentialing under the University System of Ohio or industry recognized certificates and/or credentials.
7. The Training Provider must justify their charges as legitimate public value received based on a price analysis for training costs.
8. The Training Provider must have had a minimum number of complaints and resolved these complaints to the satisfaction of the SWORWIB.
9. The Training Provider must participate willingly and in a timely manner in data resolution, verifications, problem resolution and other documentation necessary to evaluate satisfactory performance for the use of public workforce training investments.
10. The Training Provider must be conveniently located to serve our customers

For evaluation outcomes the SWORWIB uses data provided by the training provider and reviewed by the OMJ Center from information in the OMJ case management system recorded in the state database. We also follow news media releases and federally posted concerns about training institution practices and results.

Refund Policy

The SWORWIB requires approved ETP's to adhere to our refund policy, not their individual practices. Our policy is to pay the ETP 50% of the total cost at enrollment and 50% at completion. Requests for exception with cause must be presented to the SWORWIB.

Free Training Policy

Training providers who provide free training for customers similar to WIOA customers will not be approved for fee-based training at cost to the SWORWIB, but rather customers seeking such training will be referred to the free providers.

Contracts and Annual ETP Forum

The contract for ETPs will be with the OMJ operator and is required to include these policies. An annual ETP forum will be jointly sponsored by the OMJ Center Operator and the SWORWIB to review the policies, expectations, contract and payment procedures, as well as any updates related to the new state WIET system.